

**What is claimed is:**

1. For use in an advanced intelligent network having a first service control point serviced by a first network element manager operating under a first protocol and a second service control point serviced by a second network element manager operating under a second protocol, the first protocol being different than the second protocol, each of the first and second service control points having a database, a method for selectively updating the databases of the first and second service control points comprising the steps of:
  - receiving an update request message developed pursuant to a third protocol;
  - identifying the update request message as being directed to the first service control point;
  - translating the update request message from the third protocol to the first protocol; and
  - delivering the translated update request message to the first network element manager.

2. A method as defined in claim 1 further comprising the steps of:
  - identifying the update request message as being directed to the second service control point;

translating the update request message from the third protocol to the second protocol; and

delivering the translated update request message to the second network element manager.

3. A method as defined in claim 1 wherein the second protocol is identical to the third protocol.

4. A method as defined in claim 1 further comprising the step of:

permitting a customer to input an update request message via the internet.

5. A method as defined in claim 1 further comprising the step of:

employing a cryptographic technique to restrict access to the first and second control points.

6. For use in an advanced intelligent network having a first service control point serviced by a first network element manager operating under a first protocol and a second service control point serviced by a second network element manager operating under a second protocol, the first

protocol being different than the second protocol, each of the first and second service control points having a database, a service management system comprising:

an input device for receiving an update request message developed pursuant to a third protocol;

means for identifying at least one of the first and second service control points as a destination of the update request message; and

a translator for translating the update request message to at least one of the first and second protocols.

7. A service management system as defined in claim 6 wherein, when the identifying means identifies the destination of the update request message as the first service control point, the translator translates the update request message from the third protocol to the first protocol and the translated message is delivered to the first service control point.

8. A service management system as defined in claim 6 wherein, when the identifying means identifies the destination of the update request message as the second service control point, the translator translates the update request message from the third protocol to the second protocol and the translated message is delivered to the second service control point.

9. A service management system as defined in claim 6 wherein, when the identifying means identifies the destination of the update request message as both the first and the second service control points, the translator translates the update request message from the third protocol to both the first and the second protocols and the output device delivers the translated messages to corresponding ones of the first and the second service control points.

10. A service management system as defined in claim 6 wherein the second protocol is identical to the third protocol.

11. A service management system as defined in claim 6 wherein the first protocol is identical to the third protocol.

12. A service management system as defined in claim 6 wherein the identification means accesses a system database to identify the at least one service control point as the destination.

13. A service management system as defined in claim 6 wherein the translator is associated with a translation database for translating the update request message.

14. A service management system as defined in claim 6 further comprising an output device for delivering the update request message to the destination.

15. A service management system as defined in claim 14 wherein the output device comprises a communication cable for communicating the output of the translator to a network element manager associated with the destination.

16. For use in an advanced intelligent network having a first service control point serviced by a first network element manager, the first service control point having an SCP database, a service management system comprising:

an input device for receiving a request message; and,  
a processor in communication with the input device and the first network element manager for developing an indication of a status of a service at a predefined time in response to the request message.

17. A service management system as defined in claim 16 further comprising a local database duplicating data indicating the status of predefined services stored in the SCP database.

18. A service management system as defined in claim 17 wherein the processor manages the size of the local database by periodically deleting stale data.

19. A service management system as defined in claim 18 wherein the processor identifies stale data by determining if it has been accessed within a predetermined time frame.

20. A service management system as defined in claim 17 wherein the processor accesses data stored in the SCP database when the status data is unavailable on the local database.

21. A global service management system for processing update request messages requesting modifications to an advanced intelligent network employing service control points having network element managers, the system comprising:

at least one message receiver for receiving update request messages; a first primary controller for processing update request messages requesting modifications relating to a first business function of the advanced intelligent network;

a second primary controller for processing update request messages requesting modifications relating to a second business function of the advanced intelligent network;

at least one system flow controller interfacing with the at least one message receiver and with at least one of the first and second primary controllers for managing the first and second primary controllers to process update request messages received by the at least one message receiver; and

at least one translator associated with at least one service control point for translating the processed update request messages into a format usable by the network element manager of the service control point.

22. A system as defined in claim 21 wherein the at least one message receiver comprises an audio response receiver for receiving update request messages in an audio response unit format from an audio response unit.

23. A system as defined in claim 22 wherein the audio response receiver is adapted to translate received update request messages from the audio response unit format to a format which is understandable to the first and second primary controllers and to the at least one system flow controller.

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24. A system as defined in claim 23 wherein the understandable format comprises CORBA IIOP.
25. A system as defined in claim 21 wherein the at least one message receiver comprises an automatic provisioning message receiver for receiving update request messages in an automatic provisioning system format from an automatic provisioning system.
26. A system as defined in claim 25 wherein the automatic provisioning message receiver is adapted to translate received update request messages from the automatic provisioning system format to a format which is understandable to the first and second primary controllers and to the at least one system flow controller.
27. A system as defined in claim 21 wherein the understandable format comprises CORBA IIOP.
28. A system as defined in claim 21 wherein the at least one message receiver comprises a network provisioning message receiver for receiving update request messages in a network provisioning format from a network.

29. A system as defined in claim 28 wherein the network comprises a local area network.

30. A system as defined in claim 28 wherein the network comprises the internet.

31. A system as defined in claim 21 wherein the at least one message receiver comprises an oversight controller for order creation.